

**Minutes**  
**Western Region Council & Youth Council Meeting**  
April 29, 2004  
Days Inn – Richfield Utah  
10:00 AM – 2:30 PM

**Region Council Attendance:**

Karen Alvey	Lis Barker	Mike Beacco	Joe Christopher
Rex Dunn	James English	Linda Gale	Loya Garrett
Abe Johnson	Chad Johnson	Brent Judd	Kristie McMullin
Roland Miles	Janet Oldham	Blair Painter	Larry Pearson
Gene Roundy	LaVoy Starley	Jan Thompson	Libbie Zenger
Richard Nelson (Proxy for Wayne Shamo)			

**Youth Council Attendance:**

Mike Beacco	Becky Cox	Richard Nelson (Proxy for Brad Neufeld and
Wayne Shamo)	Lynnette Robinson	Regan Wilson

**Special Guests:**

Lynn Purdin (DWS / WDID)	Steve Maas (DWS / WDID)
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**DWS Staff Support:**

Denise Dunn	Ann Barnson	Judy Ainsworth	Fran Cannard
Roger Halladay	Wayne Fillmore	Kathy Leydsman	

**Asked to be excused:**

Wayne Shamo	Dale Peel	Karalee Smith	David Kinder
George Cross	Joe Bernini	Craig Greathouse	Rich VanAusdal
Glenn Greenhalgh			

**Minutes:** Jolene Bundy

**Welcome** – Libbie Zenger

Libbie welcomed everyone to the meeting. She introduced 4 new members to the council.

- Mike Beacco is filling the position previously held by Todd Minchey from the Department of Human Services. Mike is the Independent Living Coordinator for Child and Family Services in St. George.
- Janet Oldham is filling the vacancy of John Houston from the 5 county area. Janet is the owner of the Flying M Café in Panguitch and the Mayor of Panguitch.
- Brent Judd is filling the vacancy in Public Education left by Larry Stephenson. Brent is over the Applied Technology programs in the Garfield, Beaver, and Kane County School Districts.
- James English has been an Ex-Officio member. He is moving up to fill the vacancy left by Danny Ipson as a Large Employer from the 5 county area.

### **Approval of Minutes** - Libbie

The minutes from the January 22, 2004 meeting were presented for approval. There were no changes. Gene Roundy made a motion to approve the minutes. Abe Johnson seconded the motion and the minutes were approved.

### **Overview of Washington DC NAWB Conference** – Libbie Zenger / Kristie McMullin

Kristie said she and Libbie went with the Chair Persons from the other Regions of the State, and the State Council Coordinator, to Washington DC to attend the National Association of Workforce Boards Conference (NAWB). Kristie said this is the board that runs the WIA Programs. There were about 3,000 people from across the nation that attended the conference. There were 8 from Utah attending.

- Kristie said she was so impressed and happy to say she was from Utah because Utah is so well organized compared to the rest of the nation. One example is the program funds For WIA come from the State and is evenly distributed. Some of the states had as many as 37 different entities involved in the funding of the WIA programs in each county and each one fighting over the dollars available.
- Each of the Region Chairs attended a different breakout session. The sessions included discussions on ways to help employees select occupations and a place to work, what employers need to do to attract qualified employees, and ways to attract good companies to their area. They discussed how to coordinate between agencies and employers to get the end results both want. She came away from the meetings feeling the State of Utah was way ahead of the rest of the nation in how our programs function.
- Libbie said it was interesting to meet people from other states to see how they functioned and find we are ahead of all the rest. She did come away with a couple of ideas.
- One of the other States had printed a book called the Teen Yellow Pages, which was a Resource Guide book for teenagers, which was a list of resources where they could get help of all kinds.
- The second idea was called the Pocket Resume which is a small guide teenagers can keep in their pocket that tells how to make a resume and do an interview, etc. She was very glad they were able to attend and said it was very worthwhile.

### **Health Care Occupation Shortages** - Lynn Purdin / Steve Maas

Roger Halladay said the Executive Committee met last month and discussed an issue the State Council and some of the other Regions have been working on. As a result of the decision made in that meeting, Lynn Purdin and Steve Maas said they would come to this meeting and present their information.

Libbie introduced Lynn and Steve. They are from the DWS State Office, Workforce Development Information Division (WDID).

Steve said Utah is recognized as a leader in the nation in this area but we still have a lot of work to do here. About a year ago, Raylene Ireland, DWS Executive Director, realized we were doing great in food stamp audits, etc., but in Workforce development we needed some help to get our customers ready for the job market. She asked the department to work more with the Economic Development people and the city chambers, as well as others, to see what was needed.

Using the information from the Department Economists and information they were able to gather, the department identified 4 areas that need help in the next few years - Health Care, Construction, Finance, and Retail. They talked with experts in each category, which includes employers, education, training, and helping all applicants understand what the growing occupation areas are so they can make better career choices. The Health Occupations also includes food services, construction, housekeeping, bookkeeping, etc. These are the driving occupations but they also need the basic skills.

Steve introduced Lynn saying she has become an expert in the Health Care Field. Lynn said she has talked with those in education at SUU, Dixie State College, and other schools that teach in the Health Care Occupations. Lynn gave a presentation that included:

- Utah has a real shortage of employees to work in these areas. Health Care is not just Nurses but also includes a shortage of pharmacists, lab technicians, as well as the others in that area which includes 12 occupations.
- Utah ranks 3<sup>rd</sup> in the nation in the most severe worker shortage in nursing.
- We will need to replace about 45% of the physicians by the year 2020. The percentage of physicians that is over the age of 50 is growing. The percentage of the new ones coming in is getting smaller. This impacts us immediately and also for the long term.
- There are 8 schools in Utah that teach Nursing. Across the whole state there are 250 Health Care Faculty members. Of that number, 95 are already over 50 and 45 of those want to retire in the next 5 years.
- The population of Utah age 65 and over will grow by 144% by the year 2025 which will make a population over 500,000 in that age group. They are the group needing the most care, prescriptions, etc. As the population numbers for that age group grows, and the service providers gets smaller, it will be a crisis and we won't have the time it takes to educate new providers to fill the vacancies. We need to start now.
- The health care workforce development efforts are limited by:
  - *Educational capacity.* We have a surplus of applicants but we have to turn away 2 students for every one accepted into the program because we don't have the training facilities and faculty to teach more. Very few want to go into teaching because they make more money working in the field than they can as a teacher, and there aren't enough clinical worksites. Many don't want to go into Health Care because mal-practice insurance is too costly and the new Privacy Laws have made it more complicated.
  - *Collaboration among stakeholders.* Some of the new facilities opening up are purchasing classrooms of students, setting up classrooms and labs off campus trying to get enough nurses, etc to fill their vacancies. Some are contracting to pay schooling costs if the students will stay for a certain period of time after completion of the schooling to work at their facility.
  - *Retention and workplace environment.* Many of the providers of health occupations are discouraging their children, friends, and others from going into the occupations because of the stress, work hours, and unhappy with their working environment, etc. In a survey, 40% of the nurses surveyed said they would not recommend the services of the facilities where they worked. This is one reason we are losing those in the youngest age bracket.
- This shortage has a serious effect on the quality of care. Many hospitals are filled or do not have the staff to care for patients so they divert them to other hospitals. Some patients are life-flighted to other facilities for better treatment and care.

- The cost of health care services is increasing rapidly. To help cover shortages, some of the hospitals have traveling nurses. Nurses travel to a different hospital to work on a temporary basis to see if they like it there. This costs the facility more to hire them. This is just a temporary fix.
- This affects the Economic vitality of the state as the new construction projects begin. The top 4 of the 11 largest construction projects last year were health care facilities. Last year the American Hospital Corporation paid \$600,000 to help new students by paying training costs.
- WDID Action Plan includes:
  - Cohort Development between DWS and the Salt Lake Community College where 20 WIA students began in January 2004, and a Utah Valley Nursing Partnership Program where 10 students will begin in the fall of 2004.
  - It also includes a Pilot project helping encourage employers to help with entry-level healthcare occupations by helping pay for the training and hiring them upon completion.
  - They want to help develop a career ladder. The Uinta Basin Nursing training facility is partner shipping with DWS, USU, UBATC, and Higher Ed training institutions to develop a level of agreement with employers to train and then employ those in the local area. They are looking at partnerships and grants through the Department of Labor to help with this.
  - Another area they are exploring is a commission in Utah to look at health care issues.
- Discussion: Roland asked if the pathways could be set up to make the training a shorter period of time. The Nursing Program at SUU is a BSM program that does not shorten the training period. Lynn said the BSM program is a long one. But the Generic system would be a shorter one.
  - Lynn asked anyone with issues, ideas, or questions, to please call her. She is continuing to gather information on the issues. There is a meeting next Thursday at 11:00 in Cedar City to discuss the issues.
  - The goal is to get students through the programs as soon as possible, hopefully in 2 years.
  - It takes fewer faculty and facilities to do a generic system rather than an articulated one.
  - Fran said so many individuals have their processes interrupted before they complete the 4-year program that the shorter program would help with completions.
  - Steve asked everyone to go out into the community to develop worksites, apprenticeship sites, and programs in health care.
  - Karen asked about the ceiling of \$5000 that DWS can pay per client for their training. Will that affect what they are trying to do? Jan said most clients only spend around \$2500 but it can be extended beyond \$5000 if necessary. The extra funds that are not spent can be used where it does the most good to extend beyond \$5000 if necessary.
  - It was suggested we have a taskforce to collaborate the career mapping tools, make a connection to higher education and all high schools or any internet, and we have a high level commission to put all the entities together to accomplish the goals of meeting the shortages we have. We have the best high school training programs in the nation, but we still have a need to meet these shortages.

**Action Item:** - Libbie

Our Action items from our last meeting were:

- Statement of Commitment: Libbie said the Statement of Commitment was presented in our last meeting and hoped everyone has taken the time to look it over and asked if the council was willing to accept it.
  - Karen made a motion to accept the Statement of Commitment as guidelines for our council. Abe Johnson seconded the motion. A vote was taken and it was passed unanimously.
- Proxy: Roger said in the last council meeting they discussed having a proxy come to the meeting in a members place if they were unable to attend. Roger checked with the State Council Coordinator, Monteen Gordon, and found nothing to prohibit using a proxy. A question was asked if another council member could be a Proxy for them. It was decided they could. To have a Proxy, the member needs to call one of the Chairpersons and notify them as to who has the right to vote for them. The State council requires a letter to the chair prior to the meeting, but the executive committee decided they won't require the letter. You only need to call and tell us who is going to be Proxy for you. Several members asked if they could just call Roger or Jolene. They felt that was easier than calling the Chairpersons. It was agreed that would be okay.

### **Committee Reports:**

#### **Employer/Marketing Taskforce – James English**

- The committee has had advertising spots running on the radio telling about DWS and its Web Page. They are still running on the radio.
- In previous meetings they decided to do a leave behind brochure to take to places like the Chamber and Rotary meetings, etc. They have been approved and are in the process of being printed. They should be available any day.
- They discussed meeting with the business consultants to come up with ways to make the centers more “warm and Fuzzy” to draw employers to the centers. They would like to have a sub committee to work on this.
- James said the *Executive Summary* newsletter they have been sending out in Washington County has been a pilot project for the past 12 months. They feel it has been a great success and are proposing doing one for the entire Western Region. He showed a large facilities map of the State of Utah. On the facilities map it shows the number of employers in each county they propose to send a newsletter to. The spectrum has covered the costs for someone to design and put the information together and the cost of the printing while the Region Council and the State Council has combined to pay for the postage. The committee would now like to propose it go to the next level and go out to the whole region. On the facilities map is the number of employers in each county it would be mailed to. In Washington County they have been sending it out to 3,200 employers each month. They feel it has been a great “PR” for DWS and what it offers. It has brought many employers to DWS that weren't coming there before. They feel it has been very worthwhile.
  - The committee would like to propose the Executive Summary go from an 8 page to a 12-page newsletter on a quarterly basis. This 12-page newsletter will go out to the whole region quarterly. The 8-page newsletter will still go out monthly to just Washington County for 2 months then it will expand to the same 12-page newsletter that goes out to the rest of the region every 3<sup>rd</sup> month. The numbers on the map show the number of employers in each county that would receive the newsletter. They will total about 9,000.

Last year the region council approved \$6,800 for postage for this project. Since they would expand from 3,200 to 9,000 mailings, they would like to ask the region for another \$6,500 and see if the state will pick up the \$22,000 dollar difference. They will also contact the Economic Development offices in the counties to see if they will help with the cost of printing and contribute information from their area to the newsletter. The Spectrum will continue with the designing and writing. They are only asking for help with the postage and printing. He would like to propose a motion to approve the funding contingent on the State picking up the difference.

- The council asked where the information would come from to go into the newsletter. James said it would come from the business consultants and the Economic Development people in each county. They would get the information to Kim Johnson. She would get it to the Spectrum. An extra 50 copies for each business consultant would be printed for them to hand out where needed.
- **A Motion** was made by Chad Johnson to use \$6,500 of the Western Region Council Budget to pay for the postage contingent upon the State picking up the \$22,000 difference. Loya Garrett **seconded it**. A vote was taken. It passed by a majority with 2 NO votes.
- James also asked for a motion for the chairperson to send a letter to Brent Low and the Spectrum, thanking him for his support. Gene Roundy **made a motion** to send the letter James requested to go to Brent Low. Brent Judd seconded the motion. It passed unanimously.

#### **Youth Council – Lynnette Robinson**

- Lynnette reported that the Federal Reauthorization for WIA has not come through. Because of that, there is a need to extend the contract with WinField Kids, the Youth Services Provider, through September of 2005. At that time, after the Reauthorization has been completed, an RFP will be requested for a Youth Services Provider. By then we will know what changes will be made in WIA. Presently it looks like they are going to be working more with Out-Of-School Youth so DWS and WinField Kids is looking for ways to identify that group of youth. WinField Kids has developed a form they will be passing out requesting names as referrals for the Out-Of-School youth.
- Western Region has received some funds from the State for a youth Citizenship/Leadership project. WinField Kids has been asked to oversee this since the youth have to be enrolled in WIA and WinField Kids is our Youth Service Provider. Winfield Kids has put together a “Leadership Event” which will be held at Antimony, Garfield County, Utah at the RockinR Ranch. This is a working cattle ranch with approximately 500 head of cattle and 100 head of horses. The Ranch provides workshops and leadership projects to groups of at risk youth throughout the year. The event will be held over 2 days and will include service projects, leadership development activities and workshops, overnight accommodations, meals, ranching activities, and horseback activities if they desire. The Youth will plan and arrange for the Transportation to and from the event, plan the activities, and be actively engaged in all stages of the event. Parents, Guardians, DWS Personnel, Region Council Members and other youth are invited to attend as they will need Adult chaperons. It will be held in late May or early June. Media coverage will be documented for future distribution. It will be an enjoyable lifelong learning experience for all those who attend.

- The Youth Council looked at the Operating Principles and felt a need to update and streamline them. They made some changes.
- The Council also looked at the Priority Rating System for the Youth Services. Because of the need to focus more on out-of-school Youth, a proposal was made to make some changes in the rating system to give more points to the foster youth and out-of-school youth. They voted to make the changes.
- The Youth Council needs to elect a new Chair Person and Chair Elect before the first of July. It was decided to hold a telephone conference call on May 13, at 2:00 PM for this, hoping they will have enough for a Quorum to be able to vote.

#### **Corrections Taskforce – Roger Halladay**

The corrections Taskforce was successful in starting a Pilot Project for training Inmates in the Corrections facilities in the Region prior to their release. A report has been prepared as a follow-up to this program and is in the information that was sent out for this meeting. The general consensus is that it was fairly successful. All of the inmates who participated have been released. There were 57 inmates receiving the training. The report tracks how many have been employed since release. They are continuing to follow-up and track. Jan said DWS feels it has been a success but they need a longer period of time to see the long-term results. Gene said he felt the program was good. Chad asked why Beaver, Iron, and Garfield counties weren't included in the program. Roger said that is because they were already receiving funding from the State for the Program. The Pilot project just picked up the rest of the counties the State didn't cover.

- Roger also said Belle Brough has a new position with the State. She was going to be here today for us to present the information on our pilot to her, but because of her new position was unable to be here. However, in her new position she is better able to give us more support for our program than she could before. This should be a big help. The council needs to decide if they want to continue the Corrections Taskforce or if they feel they have completed their task.

#### **Economic Development Taskforce – Kristie McMullin**

Their taskforce went over their mission and wrote up a draft for 3 goals.

- They would like the Region Council to be identified in all economic development entities
- They want to partner with the Economic Development offices in hosting an Economic Summit.
- They want to communicate and task the resources.

They need some new members on the taskforce. Many of those on the taskforce have resigned from the council.

#### **Vendor Committee – Karen Alvey**

The Vendor Committee had 2 training providers petition for vendor approval.

- The first is Angel Love Nails that is located in Kanab. They teach how to put on the new fingernails that is the latest in technology. The cost of the training is \$3,400, which includes tuition and equipment needed. They have students coming for the training from all over Southern Utah. Karen said she has them do her nails and only has good things to say about them. Ann said they have furnished all the information requested. There is not any "red flags" against them. Rich VanAusdal made a motion to approve the Angel Love Nails.

LaVoy Starley seconded the motion. It was approved with one abstaining. Karen Alvey abstained because of conflict of interest.

- The second provider is the National CDL Truck Driving School. They are in St. George and are actually working out of the Dixie ATC. They have also provided all the information necessary. Chad Johnson made the motion to approve the CDL Truck Driving School. Abe Johnson seconded the motion. It was approved unanimously.

### **1000-Day Workforce Development Plan Taskforce – Roger Halladay.**

This taskforce met in Beaver and went over the goals, noting they were currently on day 738 of the 1000-day plan. They went through those not completed and reviewed the others. Some of the items not checked off are on-going items and are always updated. He noted the new Governor also has her own goals. In going over the plan they determined they have gone as far as possible. They are either completed or are on-going. He asked what the council wanted them to do. Since it is pretty much completed they will furnish the council with the final version at the meeting in July.

### **Committee Changes**

Roger said the council has several new council members and several that resigned, and some of the task force committees have completed their task and been dissolved. This makes some changes necessary.

- Roger asked if they want to begin a Health Care Taskforce. Jan asked if it would be helpful if we did the research first or if the Taskforce would do that? Karen felt this taskforce should take the lead and be given the responsibility. They should decide on partnerships. It was suggested some employers also be included on the taskforce and become a partner in the project. We have several council members that could be of great help, including Roland Miles, Brent Judd, Rich VanAusdal, David Kinder, and LaVoy Starley. Fran said many of them are already meeting on a monthly basis. LaVoy said they have a CNA program at their school but only 1 of 3 is being accepted because of limited classrooms and a limited number of teachers. He is excited about this project and said we need to find ways to train more in these fields. Weber State University will do out-reach programs but we have to have someplace to hold them and someone to teach them.
- Kristie nominated LaVoy as the Chair of the Taskforce. Abe Johnson made a motion to also have a co-chair and suggested asking David Kinder to Co-Chair the taskforce. This would be one from the education side and one from the Employer side as David is from Dixie Regional Medical Center. Karen seconded the motion. The motion passed. It was suggested that Brent Judd, be on the Task Force, along with Dennis Mosier from the Health Care Facilities, Scott Nelson who is a state specialist in the area, along with others they would like to help them.

### **Legislative Update - Jan Thompson**

- Jan said there have been changes in the Unemployment Laws regarding social security. They will no longer have to do a dollar for dollar deduction from their unemployment if they are receiving social security. It will drop to 50% that will be deducted.
- The Unemployment Weekly Benefit amount changed from \$377 down to \$362. This bill also modifies the calculations for employers UI contribution rates.



- Lis asked if TANF reauthorization was dead. Jan said it is not dead but has been tabled. It will go on continuing resolutions, along with WIA, until there is a final decision.
- Jan also passed around information from the State Council meeting held last week. It is still in draft form until it is finalized.
- She also mentioned some articles in the Editorials of the Spectrum, which criticized DWS for out-sourcing jobs to India. Jan said DWS contracted with a company called E-Funds to do the Horizon Cards (the Food Stamp cards). Calls about the cards and their accounts go to E-Funds. The company is in Wisconsin. Since we signed the contract with them, they began out-sourcing some of their calls to a place in India. There is nothing we can do because we signed a 5-year contract with them. When the contract was signed, they were not out-sourcing. Dave Clark, one of the legislators from Washington County, is chairing a committee to see if we should out-source, if it is cheaper, and will saving the taxpayers dollars by doing so. There are actually only 2 companies in the nation that have the capability to do this contract with us. They are both outside Utah and neither of them was out-sourcing at the time.

#### **DWS Activity Reports – Kathy Leydsman**

- The Training Budget for the Youth Services Programs was included in your packet for the meeting.
- Business Services – The information in this report is for this year and the previous year. The KM is the Key Measures. These may not be determined so no data is available. EI is Earned Income.
- Eligibility Report – The numbers keep increasing in improved accuracy in food stamps, as well as the other programs. When Utah was sanctioned because of being low in food stamp accuracy we ranked #48. Now we hope to be in the number 7 position, which will get us some incentive dollars from the Feds.

**Adjourn** – Gene made the motion to adjourn. Karen seconded the motion. The meeting was adjourned until July 22 in the Beaver area.

#### **ACTION ITEMS:**

- **Chair:** A motion was passed too have their Chair Persons send a letter to Brent Low at the Spectrum thanking him for the support and help he has extended in helping with the Executive Summary for the past year.
- **Executive Committee:** Make the necessary changes in the members of the Taskforce Committees.
- **LaVoy Starley / David Kinder:** Set up the Health Occupations Taskforce Committee.